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**From:** cag\_support-na@agilent.com  
**Sent:** Tuesday, October 09, 2012 11:40 AM  
**To:** Hanchett, James (DPH)  
**Subject:** FW: G1530A error / Massachusetts State Police / James Hanchett / support na jb//  
1-4693852882

Hello Jim

Thank you for submitting your Onsite Service Request. You will be contacted by your local Agilent Service Representative shortly for additional information. The "Service Request Ref #" for this request is located within the "Subject" line above.

Regards

*Helen Thomas  
Agilent Technologies Inc  
Customer Care Tech Coordinator  
8002279770*

**From:** [chem@agilent.com](mailto:chem@agilent.com) [<mailto:chem@agilent.com>]  
**Sent:** Tuesday, October 09, 2012 9:33 AM  
**To:** SALES-NA,CAG (A-USA,exgen1)  
**Subject:** G1530A error / Massachusetts State Police / James Hanchett / support na jb

Name: James Hanchett Jim

Email: [james.hanchett@state.ma.us](mailto:james.hanchett@state.ma.us)

Country: United States

Telephone Number: 413-545-2607

Company Name: Massachusetts State Police

Product Group: Mass Spectrometry

Product Model Number: G1530A

Serial Number: US00022936

Software Revision: G1701EA E.02.00

Question Related To: Software

Comments: When running an auto sequence, fatal sequence error is detected and aborts. Error message 73 occurs and screen prints File 51 not open for OUTPUT or APPEND.

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[Click here to mark this enquiry as closed](#)

message sent: 10/9/2012 7:33:24 AM

IP address: 192.25.91.52

Referrer: [http://www.chem.agilent.com/en-US/Contact-us/\\_layouts/agilent/contactusquery.aspx?XsnLocation=/FormServerTemplates/ContactUsQueryRequest.xsn&Source=/en-US/Contact-Us/Pages/ContactUs.aspx&DefaultItemOpen=1&m=i](http://www.chem.agilent.com/en-US/Contact-us/_layouts/agilent/contactusquery.aspx?XsnLocation=/FormServerTemplates/ContactUsQueryRequest.xsn&Source=/en-US/Contact-Us/Pages/ContactUs.aspx&DefaultItemOpen=1&m=i)  
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